

Ideation Phase

Brainstorm & Idea Prioritization

Template

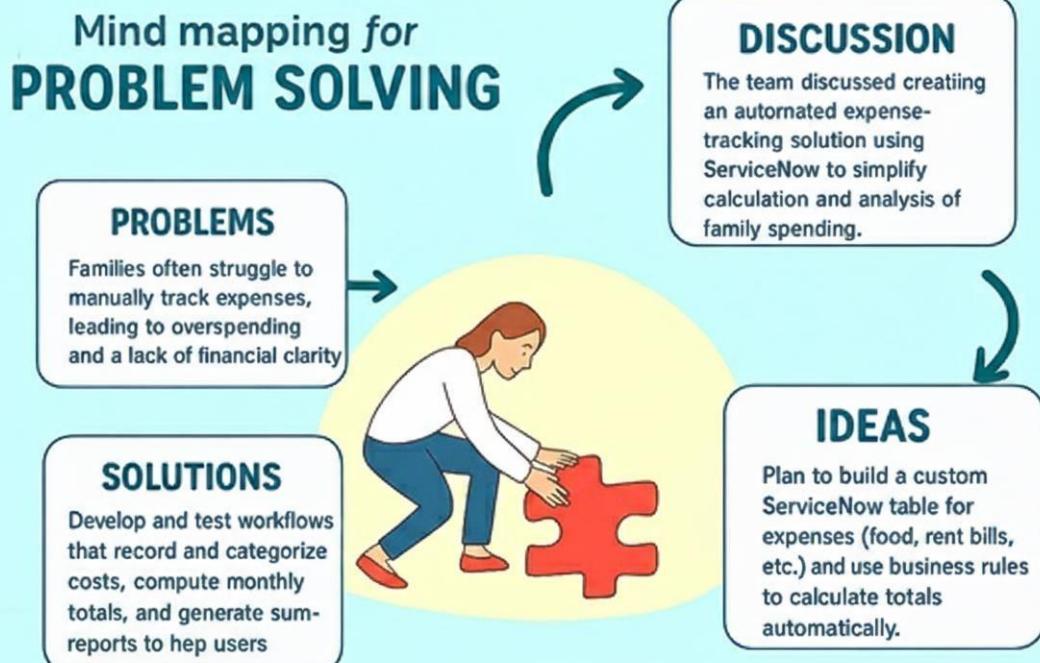
Date	02 NOVEMBER 2025
Team ID	NM2025TMID06595
Project Name	Calculating Family Expenses using Service Now
Maximum Marks	4 Marks

Prevent user deletion if assigned to an incident Template :

This guided project demonstrates how to automate and calculate family expenses using ServiceNow. The project enables users to record, categorize, and track daily, weekly, or monthly expenses under various heads such as food, rent, utilities, and entertainment. Using ServiceNow's workflows and reporting features, the system automatically calculates totals, generates summaries, and provides insights into spending habits.

The workflow includes creating a custom table for expense tracking, designing forms for adding and viewing expenses, building a business rule to automatically calculate total expenses, and generating reports and dashboards for visualization. This solution helps families manage finances effectively, ensuring transparency and better decision-making.

Step-1: Team Gathering, Collaboration and Select the Problem Statement:



Step-2: Brainstorm, Idea Listing and Grouping:



Fig2: Image that describes the work done by teammates.

- **Brainstorm:**
Team members contributed creative ideas to track, calculate, and visualize expenses using ServiceNow.
- **Idea Listing:**
All suggestions were documented — from automating monthly totals to setting spending limits and generating alerts.
- **Grouping:**
Ideas were grouped into functional areas:
 - Expense Input

- Data Calculation
- Visualization & Reports
- Alerts & Notifications

➤ **Action Planning:**

Each idea was assigned to a team member with defined responsibilities and completion timelines.

Step-3: Idea Prioritization:



Fig3: Image of steps to prevent user deletion.

Idea Prioritization:

The prioritized goal was to **automate expense calculations and insights**.

This was achieved by:

- Setting up a ServiceNow table for “Family Expenses.”
- Using business rules for automatic total calculations.
- Configuring reports to visualize monthly and category-wise expenditure.

This approach ensures efficient tracking, transparency, and improved budgeting decisions.

Visual diagrams (like flowcharts) can help represent data flow and system design.